

# Newsletter

September 1997

Volume 37

Number 3

## A Note From the Administrator:

Recovery is the current theme at DES. As we divide our time between the state office and the Disaster Field Office, we are getting closer to completing our role in the process. We would like to thank all of you for your hard work during this year's flooding, as well as the other related incidents the state faced. Although serious conditions existed throughout most of the year, your efforts greatly reduced the effects we experienced. The potential was very high and we escaped those worst-case scenarios which were anticipated.

It's also business as usual. We are gearing up for upcoming training. The SERC/TERC/LEPC Conference will be held in Billings September 24-25. The focus for this year's event is flammable liquids, which are the number one chemical hazard in the State of Montana.



**Montana Flooding 1997**  
Lake View & Private Home Sites

Finally, it's that time again! The Governor's Conference is well into its planning stages and should be our best ever. With all we have learned this past year, we have a great opportunity to utilize this knowledge and provide some exceptional training. If you have any ideas or requests, please let us know. We will be soliciting you for input.

Jim Greene  
Administrator  
/ / / / /



**STATE OF MONTANA**  
**DISASTER & EMERGENCY SERVICES**



# Editor Notes



Our office has been extremely busy the past few months. We are doing our best to keep you apprised of what has been going on both with the disaster as well as day-to-day activities. As always, I hope this newsletter provides you with some valuable information. If you have any suggestions on what we can add to keep you better informed, please let me know.

Until Next Time!  
Monique T. Lay  
Newsletter Editor

**Nobody's Perfect**

## But should we be?

Consider this. If you think 99.9 percent is good enough, then.....

- ♦ The IRS will lose two million documents this year.
- ♦ 811,000 faulty rolls of 35mm film will be loaded this year.
- ♦ 22,000 checks will be deducted from the wrong bank accounts in the next 60 minutes.
- ♦ 1,314 phone calls will be misplaced by telecommunication services every minute.
- ♦ Twelve babies will be given to the wrong parents each day.

- ♦ 268,500 defective tires will be shipped this year.
- ♦ 14,208 defective personal computers will be shipped this year.
- ♦ 103,260 income tax returns will be processed incorrectly this year.
- ♦ 2,488,200 books will be shipped in the next 12 months with the wrong cover.
- ♦ 5,517,200 cases of soft drinks produced in the next 12 months will be flatter than a bad tire.
- ♦ Two plane landings daily at O'Hare International Airport in Chicago will be unsafe.
- ♦ 3,056 copies of tomorrow's Wall Street Journal will be missing one of the three sections.
- ♦ 18,322 pieces of mail will be mishandled in the next hour.
- ♦ 291 pacemaker operations will be performed incorrectly this year.
- ♦ 880,000 credit cards in circulation will turn out to have incorrect cardholder information on their magnetic strips.
- ♦ \$9,690 will be spent today, tomorrow, next Thursday, and every day in the future on defective, often unsafe sporting equipment.
- ♦ 55 malfunctioning automatic teller machines will be installed in the next 12 months.
- ♦ 114,500 mismatched pairs of shoes will be shipped this year.
- ♦ \$761,900 will be spent in the next 12 months on tapes and compact discs that won't play.
- ♦ 107 incorrect medical procedures will be performed by the end of the day today.
- ♦ 315 entries in Webster's Third New International Dictionary of the English Language will turn out to be misspelled.

(InSight, Syncrude Canada, Ltd, Communications Division)

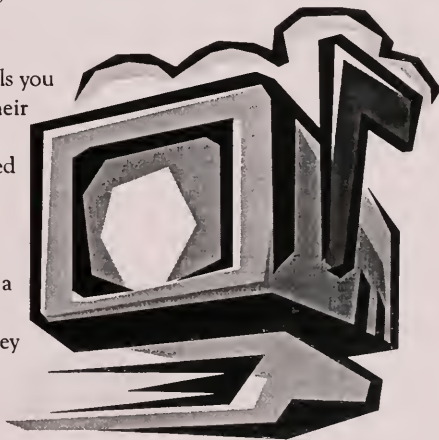
**I**f you have problems sending E-Mail attachments through the State's Zip!Office, the following article may help. It ran in the Information Services Division (ISD) August 1997 edition of News & Views.

## E-Mail Trouble?

Recently a state government ZIP!Office user reported that E-Mail had been sent to them via the internet and they had not received it. The sender had not received any error message after dispatching the message. The user at state government frequently received E-Mail successfully from the same sender but the most recent message had never arrived at its destination. This particular piece of E-Mail included an attachment.

After much searching, the E-Mail was found and the cause of the problem was determined. The problem was with the attachment. The sender had used a filename of more than eight characters. Our pre-Win95 E-Mail software is not able to accommodate a long filename. When the message arrives at the Internet gateway as two separate files, a message and an attachment, the program that reads, matches and forwards those two pieces is not able to process the Attachment-name filed if it contains more than eight characters. The message goes no further than the Internet gateway.

If one of your contacts calls you and asks if you received their mail and you haven't, ask them if the E-Mail included an attachment. If the answer is yes, ask them what the attachment filename was. If they respond with a name that is over eight characters, request that they rename the attachment file and resend it.



## Thank You!

Thank you to these individuals for contributing to this newsletter:

Jim Greene  
Marlys Cain  
Fred Naehner  
Wilma Puich  
Fred Cowie

ISD, Information Services Division



# Burned Out???

Have you noticed changes in yourself over the past six months? Take this quiz to see if you might be a candidate for Burn Out. Assign a number from 1 (for no or little change) to 5 (for a great deal of change) to each question.

- \_\_\_\_\_ Do you tire more easily? Feel fatigued rather than energetic?
- \_\_\_\_\_ Are people telling you "You don't look so well lately"?
- \_\_\_\_\_ Are you working harder and harder and accomplishing less and less?
- \_\_\_\_\_ Are you increasingly cynical and disenchanted?
- \_\_\_\_\_ Are you often invaded by a sadness you can't explain?
- \_\_\_\_\_ Are you forgetting: (appointments, deadlines, personal possessions)
- \_\_\_\_\_ Are you increasingly irritable? More short-tempered? More disappointed in the people around you?
- \_\_\_\_\_ Are you seeing close friends and family members less frequently?
- \_\_\_\_\_ Are you too busy to do even routine things like make phone calls or read reports or send out Christmas cards?
- \_\_\_\_\_ Are you suffering from physical complaints? (aches, pains, headaches, a lingering cold)
- \_\_\_\_\_ Do you feel disoriented when the activity of the day comes to a halt?
- \_\_\_\_\_ Is joy elusive?
- \_\_\_\_\_ Are you unable to laugh at a joke about yourself?
- \_\_\_\_\_ Does intimacy seem like more trouble than it's worth?
- \_\_\_\_\_ Do you have very little to say to people?

\_\_\_\_\_ **TOTAL**

(Continued on page 5)

Burnout is the fatigue and frustration we feel when stress management is neglected or work loads are excessive. Symptoms include feeling depleted, exhausted, or just worn out while striving to reach some goal. It is one of those problems that is better prevented than treated.

Here are some tips to help prevent burnout.

- ✎ *Recognize that burnout is an ongoing process.* It doesn't happen overnight, and you can't always pin-point the exact cause.
- ✎ *Be aware of signals that your body sends.* Consider the physical, emotional and social parts of life in respect to your task-oriented burnout.
- ✎ *Have realistic goals.* Try to develop goals that are reasonable. Changing goals doesn't always mean lowering standards; it's an adjustment.
- ✎ *Think about what's really important to you.* It's easy to be vague on this, but rethinking goals should be a regular event in life.
- ✎ *Reduce long work hours.* There is a definite link between the amount of overtime you work and your stress level. The more hours you work, the more likely you are to burn out.
- ✎ *Exercise.* Noncompetitive physical activity is a healthy release for an overworked person. Exercise doesn't have to be strenuous to reduce the effects of stress.
- ✎ *Give yourself a special treat.* It doesn't have to be costly, but it should be special and be a break from your routine.
- ✎ *Start your day slowly.* Early morning activities can set the mood for the whole day. It's also planning time and can help you prepare or rehearse for the rest of the day.
- ✎ *Use relaxation skills.* Sit in a comfortable chair and think about relaxing the muscles in your face, neck and shoulders. Take off your shoes and close your eyes. Take a deep breath, hold for two seconds, then blow it out. Repeat several times. Relaxing can renew energy levels for the rest of the day.
- ✎ *Mentally remove yourself from your job.* Step back and try to look at your job from an outsider's point-of-view. Imagine how others might handle your responsibilities.



This information was taken from the Oklahoma Journal of Emergency Management, Volume 3, Issue 3, May/June 1997.

*Congratulations*

The Butte/Silver Bow Fire Ready Committee was recently presented the 1997 KEEP MONTANA GREEN FIRE PROTECTION AWARD. The award was presented to the committee on June 3, 1997 by Mike Kopitzke, Executive Director of the Keep Montana Green Association.

The Butte/Silver Bow Fire Ready Campaign began in 1995 as an outgrowth of the drought preparedness activities generated in the Butte area. Representatives of federal, state and local agencies concerned with fire prevention and awareness in the wildland urban interface area are members and meet monthly. The purpose of the committee has been to provide three important messages to the resident of Butte/Silver Bow:

- 1 You are vulnerable to wildfire.
- 2 It can and will happen here.
- 3 You can protect your home.

Some of the many accomplishments of the committee include: PSAs on local radio and television stations, "Butte/Silver Bow Fire Awareness Week" proclamation with full page coverage in the Montana Standard and daily coverage by both television stations, fire danger rating published in the newspaper, WUI brochures handed out to all individuals applying for building permits, door-to-door contact by local VFD members, a major WUI DES disaster exercise which involved all agen-

cies and identified many deficiencies, improved rural addressing procedures, an S.O.P. for dispatch, a master wildland fire plan for the county approved by the Council of Commissioners, and finally, a review of subdivision regulations and master plan and zoning ordinances for inclusion of fire safety issues and requirements.

Kopitzke commended the campaign's public educational materials, media advertisements of fire danger and fire awareness, and overall cooperation of all the groups involved in the campaign.

Submitted by:  
Wilma Puich  
Butte/Silver Bow County DES  
/ / / / / / / /

(Continued from page 4)

*Don't let a high total alarm you, but pay attention to it. Burnout is reversible, no matter how far along it is. The sooner you start being kinder to yourself, the better.*

0-25 → fine  
26-35 → there are things you should be watching  
36-50 → you're a candidate for burnout  
51-65 → you are burning out  
over 65 → you're in a dangerous situation, threatening to your physical and mental well-being.

(from H. Freudenberger & G. Richelson)



# DES Bulletin Board!

The *SERC/TERC/LEPC Conference* will be held in Billings, MT September 24-25. This year we will look at flammable liquids, the #1 chemical hazard in the state. Contact Fred Cowie at ☎444-6968 for more information.



## FYI:

### Lincoln County

Charlie Comer..... ☎ (406) 293-8212

### ☐ E-mail Addresses:

### Sheridan County

Curtis Petrik..... ☐ 2sherdes@newmontel.net

### Meagher County

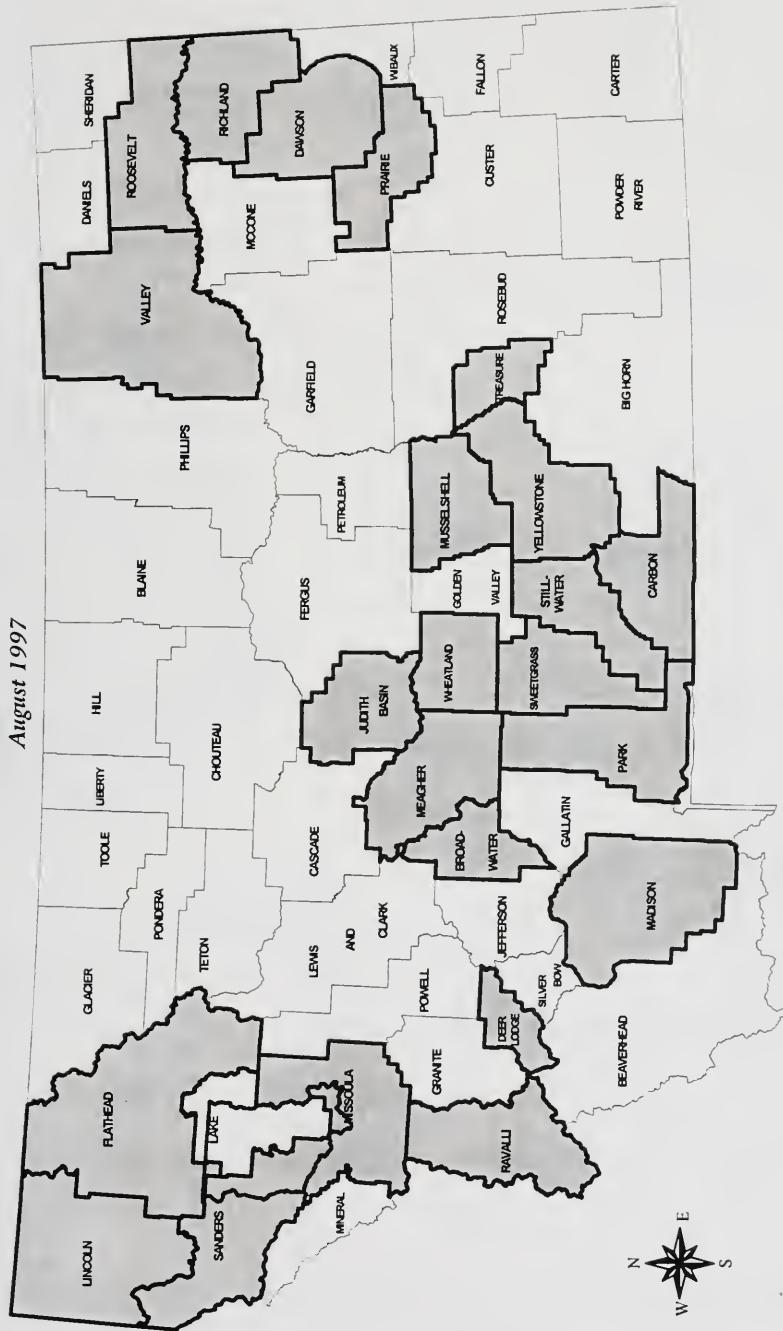
Rick Seidlitz..... ☐ seidlitz@3rivers.net

### Missoula County

Bill Silverman..... ☐ bsilverm@co.missoula.mt.us

# FEMA-1183-DR-MT

August 1997



☐ Confederated Salish and Kootenai  
☐ County







Don't forget the *Orientation to Disaster and Emergency Services* course being held October 7-10. This is a mandatory course for new coordinators/emergency managers. If you need to take it or are just interested, please contact Fred Naeher at ☎444-6982.



## New Coordinator

Park County  
Jerry Harmon  
414 E. Callendar  
Livingston, MT 59047

Telephone: ..... ☎(406)222-4190  
..... ☎(406) 222-4172  
Fax:..... ☎(406) 222-4199  
Cellular:..... ☎(406) 223-1013  
e-mail address: ..... ☐pcdes@ycsi.net



### Fall Holidays!

Labor Day (September 1)  
Columbus Day (October 13)  
Veteran's Day (November 11)  
Thanksgiving Day (November 27)



### District II Rep Update:

Ed Gierke ..... egierke@marsweb.com  
Cellular Phone: ..... (406) 450-1998



# The World Wide Web

## *Emergency Manager's Weather Information Network (EMWIN)*

<http://www.nws.noaa.gov/oso/oso1/oso12/document/emwin.htm>

This partnership among the National Weather Service, FEMA and other private and public organizations provides the emergency management community with Internet access to basic NWS warnings, watches, forecasts and other products.

## *Firewise*

<http://www.firewise.org>

Sponsored by the National Wildland/Urban Interface Fire Protection Program, the site was created for people who live, vacation or own structures in wildfire-prone areas. It offers on-line fire protection information including landscaping ideas, informational booklets and related information.

## *FEMA Mitigation*

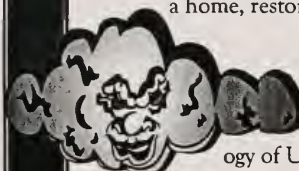
<http://www.fema.gov/mit>

The latest addition to the recently remodeled FEMA Web site focuses upon mitigation and risk reduction. FEMA has set up a special working group to develop material for this section and wants user input as well. Forward any ideas to the FEMA Office of Emergency Information and Public Affairs, e-mail: [eipa@fema.gov](mailto:eipa@fema.gov).

## *Flood/Hurricane Help*

[http://www.housenet.com/articles/Saf\\_Sec/STORM.HTM](http://www.housenet.com/articles/Saf_Sec/STORM.HTM)

Housenet's page for flood and hurricane helps cover a variety of information about returning to and repairing flood damaged homes. The 31 articles in this section feature such topics as drying a home, restoring utilities, cleanup and repairs.



## *Tornado Project*

<http://www.tornadopproject.com>

The people who brought us the Tornado Video Classic and the chronology of U.S. tornadoes called Significant Tornadoes: 1880-1989 now have a Web site filled with tornado information. It includes data about recent tornadoes, tornado history, safety tips, stories, educational resources, storm chasing, and much more. For more information about the project's many videos and publications contact The Tornado Project at P.O. Box 302 - St. Johnsbury, Vermont 05819, or by e-mail at [tornproj@plainfield](mailto:tornproj@plainfield).

For the latest National Radar Image see <http://www.intellicast.com/icast/weather/usa/radar>

# IEMC Training Opportunities

***Consequences of Terrorism:*** Feb 23-27, 1998

Application due NLT 12/14/97 for the position of:

☞ City/County Council

***Earthquake IEMC:*** April 20-24, 1998

Application due NLT 2/14/98 for the positions of:

☞ Assistant Police Chief and Public Information Officer

***All-Hazards IEMC:*** April 27-May 1, 1998

Application due NLT 2/19/98 for the position of:

☞ Public Health Director

***Consequences of Terrorism IEMC:*** June 22-26, 1998

Application due NLT 4/14/98 for the position of:

☞ Water Company Representative

***Haz-Mat IEMC:*** July 27-31 1998

Application due NLT 5/14/98 for the position of:

☞ Undersheriff/Chief Deputy

***All-hazards IEMC:*** August 31-Sept 4, 1998

Application due NLT 7/1/98 for the position of:

☞ School Superintendent

Please Note: These are the positions reserved for Montana. Any positions not filled 45 days prior to the course are filled from waiting lists and last minute recruitment. If you know of anyone who may want to attend any IEMC in any emergency management role, please encourage them to fill out a 75-5 and send it in to Fred Naehrer. We will place them on a waiting list.

Fred Naehrer  
Training Officer



"We are what we repeatedly do. Excellence, then,  
is not an act, but a habit."

✍ ARISTOTLE

# REMEMBER!



**CTOBER**

**is:**

## Earthquake Preparedness Month

Although it is always a good time to be prepared, take advantage of the October timeframe to educate and prepare yourself, your family, friends and coworkers for the next earthquake. It's easy! Learn what safety precautions you should take before an earthquake hits, how to respond when the earth begins to shake, and better understand what will happen following an earthquake.

For information regarding earthquakes in Montana, contact your local Disaster and Emergency Services Coordinator or the Earthquake Program Manager at ☎ (406) 444-6963.

**Be prepared to survive!**

### "Orientation to Disaster and Emergency Services"

Oct 7-10, 1997 at the Helena Emergency Coordination Center:

This is a required course for all new coordinators/emergency managers hired after July 1, 1997. This course is also open to all DES coordinators/emergency managers who would like to meet the State DES and National Guard staff, see what we do and why, tour the facilities, review the Local Government Disaster and Information Manual (LGDIM), network and ask questions.

This course is 100% funded for travel, per diem and lodging for all course participants. Deputy coordinators/emergency managers and county commissioners are encouraged to attend.

For more information, please contact your District Representative or Fred Nacher at 406-444-6982.

**HEY - NEW  
COORDINATORS!**



## *College-Level Emergency Management-Related Courses Available*

The Emergency Management Institute is pleased to announce that the first of FEMA's Higher Education Project college-level emergency management-related courses are now available:

- 1 **The Sociology of Disaster** — Provided is a 278 page instructor guide (IG) meant as a resource for professors of sociology who are planning a course for undergraduate university students. The recommended topics and reading assignments are appropriate for juniors or seniors majoring in the social sciences. The theoretical and methodological emphases are consistent with courses typically offered within departments of sociology. Topics include: major theoretical approaches to disaster research, theory of disaster response, and the sociological impact of disaster on various communities.
- 2 **The Social Dimensions of Disaster** — This 619 page IG focuses on the social aspects of disaster and their relevance to the practice of emergency management. Thus, the recommended topics and reading assignments are appropriate for juniors or seniors who are majoring or minoring in emergency management, a related field such as sociology or public administration, or who are enrolled in an emergency management certificate program. Topics include: disaster mythology patterns, public response to disaster warnings, victim and non-victim responses to disaster, disaster stress and denial, crisis decision making, disaster recovery and community change, and community and organizational response to disaster.

These two courses are the first in a series of approximately 20 classroom-based courses which will comprise a suggested emergency management curriculum at the upper division college level.

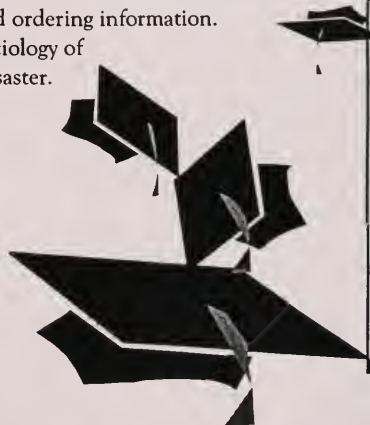
A goal of the Federal Emergency Management Agency (FEMA) is to encourage and support the expansion of emergency management related education in colleges and universities across the U.S. We believe that in the future more emergency managers in government and the private sector will come to the job not only with a college education, but with a major in emergency management as well.

These courses are available electronically via the Internet. To review or acquire a copy, use the following universal resource location (URL): <http://www.fema.gov/EMI/edu/higher.htm>.

Paper copies are available from the National Technical Information Service (NTIS) of the U.S. Department of Commerce. Call 1-800-553-NTIS for cost and ordering information. Reference the NTIS order number PB97-115380 for *The Sociology of Disaster*, and PB97-115372 for *The Social Dimensions of Disaster*.

Please address any questions or concerns to:

Wayne Blanchard, Ph.D., CEM  
NETC/EMI, Building N, Room 430  
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(301) 447-1262 or e-mail: [wayne.blanchard@fema.gov](mailto:wayne.blanchard@fema.gov)



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 **First Class Mail**

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